

## **2300      Targeting of Services/Identification of Needs**

### **2301      Overview**

The Area Agency on Aging shall provide assurances that in their service provision, preference will be given to individuals with greatest economic need and greatest social need with particular attention to low-income minority individuals and individuals residing in rural areas, older individuals who are Indians, and older individuals with severe disabilities. The Division of Aging and Adult Services provides for a method of prioritizing the needs of older individuals.

This chapter provides an outline of the Division of Aging and Adult Services operational principles and procedures for Area Agencies on Aging targeting the provision of services to individuals with greatest economic and social need; giving priority to low-income minority individuals and older individuals residing in rural areas. This chapter also provides an outline for the Division of Aging and Adult Services operational principles and procedures on the process for Area Agencies on Aging to carry out an identification of needs process as part of their Area Plan on Aging. **This policy chapter is subject to change as additional information and/or regulations are received from the U.S. Department of Health and Human Services, Administration on Aging.**

*Reference: Older Americans Act of 1965, as Amended in 2000, P.L. 106-501, §306 and §307; and Title 45 C.F.R. §1321.17, §1321.53, §1321.57, and §1321.61*

### **2302      Operational Principles for Targeting of Services**

2302.1 The concentration of programs, and distribution of funds provided under the Older Americans Act, will be directed to assisting older individuals who are in the greatest economic or social need, with particular attention to low-income minority individuals and individuals residing in rural areas, older individuals who are Indians, and older individuals with severe disabilities.

### **2303      Operational Procedures for Targeting of Services**

2303.1 The Area Agency on Aging shall target services with preference to assisting older individuals who are in the greatest economic or social need, with particular attention to low-income minority individuals and individuals residing in rural areas, older individuals who are Indians, and older individuals with severe disabilities.

2303.2 The Area Agency on Aging shall include in each Request for Proposal package and contract entered into with providers for the provision of services funded under the Older Americans Act, a requirement that the providers will specify how the provider intends to satisfy the service needs of older low-income minority individuals and individuals residing in rural areas, in the area served by the provider and attempt to provide service to low-income minority individuals and older individuals residing in rural areas in the area served by the provider.

2303.3 Annually, the Area Agency on Aging shall compare by service the proportion of low-income minorities and older individuals residing in rural areas served to the total elderly population composition in the Planning and Service Area, to determine if the preference was provided.

#### **2304 Operational Principles for Identification of Needs**

2304.1 The Area Agency on Aging shall develop and implement procedures for an identification of needs process as part of its Area Plan on Aging development.

2304.2 The Area Agency on Aging shall include the following in the identification of needs process:

- A) An analysis of demographic data.
- B) An analysis of service utilization and unmet needs.
- C) Group process and/or interviews and/or surveys of clients.
- D) Information and suggestions from the general public and key informants.
- E) Other data sources such as private service delivery systems and public agencies.

#### **2305 Operational Procedures for Identification of Needs**

2305.1 The Area Agency on Aging shall analyze the available demographic data in their identification of needs process. Some examples of demographic data include socio-economic indicators, demographic characteristics, rural and minority status. Demographic data is available through a variety of sources such as the U.S. Census Bureau, Administration on Aging, U.S. Department of Labor, Department of Economic Security Research Administration; Councils of Governments; County and City government; other state agency plans.

2305.2 The Area Agency on Aging shall analyze the characteristics of clients in the system, their service usage, access to services, and the availability of services to identify service gaps or unmet needs.

2305.3 The Area Agency on Aging shall assess the types and levels of services needed by the older individuals in the Planning and Service Area. The following methods may be used by an Area Agency on Aging to assess the needs of the community:

- A) Face to face interviews.
- B) Surveys that are mailed, telephonic, electronic, or in-person.
- C) Public input sessions such as community/professional group forums, focus groups.
- D) Other methods identified by the Area Agency on Aging.

2305.4 Whenever an Area Agency on Aging engages in the identification of needs process, various entities within the Planning and Service Area shall be included to elicit the information necessary for identifying and evaluating the needs of the older persons. Including other entities in the process allows for a diversity of opinions, identification of unmet needs, and suggestions for meeting those needs. The following groups shall be included in the methods identified in section 2305.3:

- A) Consumers of services such as participants at senior centers, clients who receive home care services
- B) General population including seniors who do not participate in services.
- C) Key informants such as staff of provider agencies, political leaders, senior network leadership, professional in the community (for example physicians, clergy), philanthropic agencies.
- D) Others identified by the Area Agency on Aging.

2305.5 The Area Plan on Aging shall identify the procedures used to conduct the needs assessment taking into account hard to reach and home-bound older persons, and persons with limited English speaking abilities.

2305.6 The Area Plan on Aging shall list the information collected at public input sessions and describe what was used to build the plan. The Area Plan on Aging shall include a summary of the source(s) of each issue and the Area Agency on Aging action taken as well as identify the process to determine the allocation of Title III funds.

2305.7 The Area Plan on Aging shall identify the gaps or deficiencies in the local service systems, the type and anticipated volume of clients needing the services, and the funds that will be used to address the unmet needs.

2305.8 The Area Agency on Aging shall coordinate with community organizations and service providers in developing, expanding, or maintaining a community-based system of services that meet the needs of the older persons within its Planning and Service Area. Through the coordinated effort, the Area Agency on Aging ensures the efficient utilization of available funds to achieve established service levels and program objectives.